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July 1991

THE MUNI MEMO

OF THE PEOPLE, BY THE PEOPLE, FOR THE PEOPLE OF THE SAN FRANCISCO MUNICIPAL RAILWAY

-Day Passport pproved

a San Francisco Board of

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EFERENCE BOOK
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seven-day sport will get start this mer.

seven-day Passport will cost $15.

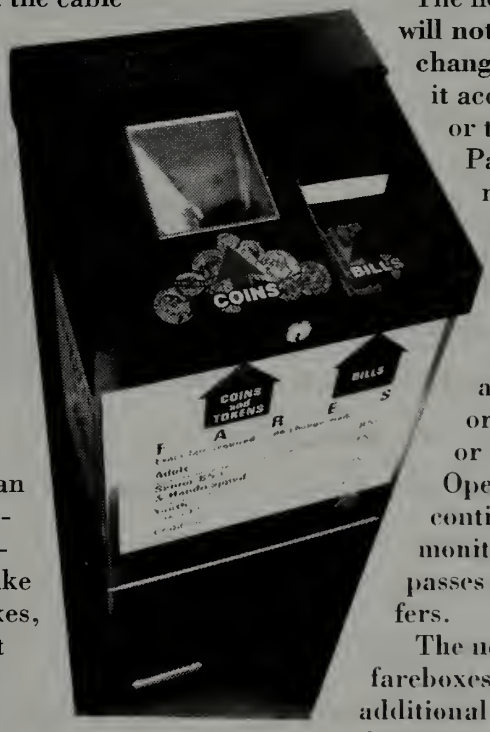
Passport holders are eligible to receive counts to 27 San Francisco ractions under the program, luding museums, theaters, l other hot spots. The sport program has brought r $1 million in revenue to e hundred forty three

Continued on page 8

Muni Installs New Fareboxes

This month, Muni will begin installing new electronic fareboxes on its trolley coach fleet. By July 1992, all passenger vehicles except the cable cars will be equipped with the new fareboxes.

Twelve hundred and fifty new fareboxes, manufactured by the Cubic Corporation of Tullahoma, Tennessee, will be installed under a $5.3 million contract, paid for by an Urban Mass Transportation Administration grant. Unlike Muni's old fareboxes, the new equipment accepts both coins and dollar bills. A coin slot and a bill-acceptor slot are located side by side. The electronic farebox will accept any denomination of coins or bills. The farebox counts, separates, and stores the money, and speeds up passenger loading by instantly determining if the proper fare has been deposited. Once the passenger has paid the proper fare, a "beep" goes off, telling the driver and passenger that the correct fare has been collected. A digital display also shows the driver and passenger the exact amount of money that has been paid.



The new farebox **will not make change,** nor will it accept passes or transfers. Passengers must deposit the exact fare, pay more than they have to by using a dollar bill, or use a pass or transfer. Operators will continue to monitor the use of passes and transfers.

The new fareboxes offer the additional advantages of better accounting and security for Muni's fare revenues. Electronic registers in the farebox calculate the revenue collected for each operator-assignment period, as well as an accumulative amount for more extended periods. Also included under the farebox contract is a special electronic system that will aid Muni in obtaining accurate ridership

Continued on page 8

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VOLUME VIII, NUMBER 1 July 1991

THE MUNI MEMO

OF THE PEOPLE, BY THE PEOPLE, FOR THE PEOPLE OF THE SAN FRANCISCO MUNICIPAL RAILWAY

7-Day Passport Approved

The San Francisco Board of Supervisors has approved the sale of a seven-day Muni Passport that allows unlimited travel on all of Muni's regularly scheduled service, including the cable cars, for that period of time. The Passport is also good for a discount on Muni's service to Candlestick Park for ballgames.

The seven-day Passport will get its start this summer.

Muni launched its Passport program two years ago with the one- and three-day Passports, selling for $6 and $10 respectively. The new seven-day Passport will cost $15.

Passport holders are eligible to receive discounts to 27 San Francisco attractions under the program, including museums, theaters, and other hot spots. The Passport program has brought over $1 million in revenue to Muni. One hundred forty three

Continued on page 8

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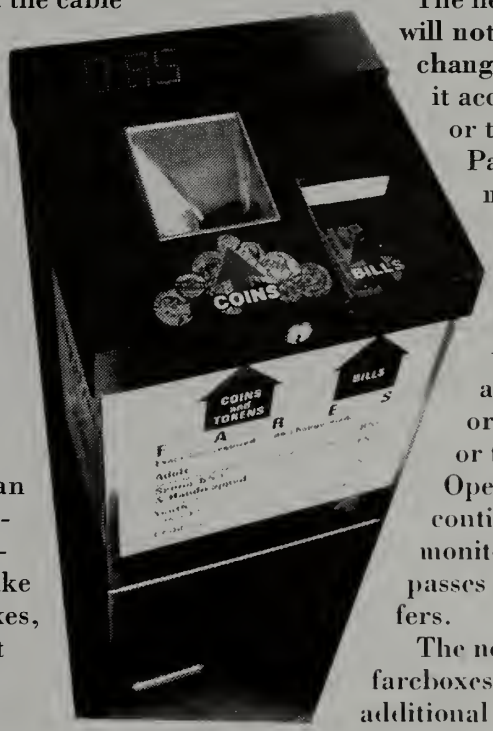

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Continued on page 8

Management Message

SALARIES FROZEN

As we enter the new fiscal year, belt tightening is upon us, both personally and professionally. With the City facing a projected $135 million deficit, the Board of Supervisors, the Mayor's Office, and the unions have agreed to a salary freeze for all city workers and, if the voters approve, the restoration of collective bargaining on future city salaries. Although Muni and other city departments still face some layoffs in spite of the salary freeze, the alternative could have been worse, with even wider-spread layoffs and service cuts.

I urge everyone at Muni to continue doing your job to the best of your ability while we weather these financial woes. Be thankful that you have a job and that you can contribute to the well-being of San Francisco by making Muni a system that both employees and passengers can be proud of.

Sincerely,

Johnny Stein
General Manager

Editor's Box

Dear Reader,

Thanks for your Unsung Hero suggestions. Please keep them coming. As always, if you have stories for the *Muni Memo*, either call me at 923-6316 or send them to *Muni Memo*, 949 Presidio Avenue, Room 239. Have a safe and happy summer.

Sincerely,
Anne Milner
Editor

Job File

The dates for JOB FILE listings did not correspond with the publication of the July *Muni Memo* this month. Look for Job File listings in the next issue.

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Employee Notice

AIDS Walk
On Sunday, July 2lst, AIDS WALK San Francisco 1991 will take place. Last year, 12,000 people walked the 10-kilometer (6.2 mile) route, raising $1.9 million for nine Bay Area AIDS organizations.

You can participate, as a member of a Muni team or as an individual, to help raise money for this important fund-raiser. For information, call Sheila Mullen in Community Affairs at 923-6270, or call 434-WALK.

Board of Supervisors Information Number
The Board of Supervisors now has a recorded information number you can call to find out how the supervisors voted on specific issues. The recording is updated each Monday, after the Board of Supervisors meeting, by the Clerk of the Board. Call 554-5555 if you want to hear the latest about the Board's actions.

CONGRATS!

The Division Operators of the Month for June were:

Cable Car:	James R. Qualters
Flynn:	William T. Rucker
Green:	Clifford Handy
Kirkland:	Michael Anderson
Potrero:	Donnie Chilton
Presidio:	Alfred Lee
Woods:	Dexter Ginn

Unsung Hero

Bob Callwell

Public Information Officer, Community Affairs Department

BACKGROUND: Bob is another one of those rare "native Californians." He was born and brought up in Sonoma County where his father was a druggist. His family lived in Geyserville, Sebastopol, and Healdsburg before moving to Cloverdale in 1950. After graduating from high school in 1958, he attended the University of California at Berkeley, obtaining a Bachelor of Arts in history in 1963. But it wasn't until he started working at Muni almost 20 years later that he was able to put his appreciation for the value of research, both historical and otherwise, to its best use.

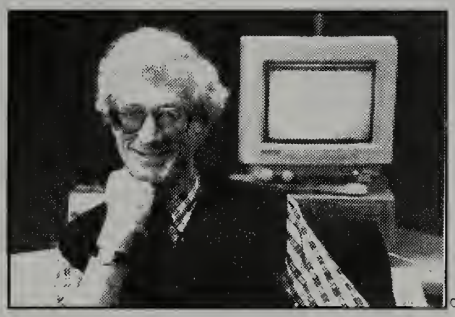

Photo: Kurt Wong

Bob Callwell.

After taking graduate courses at Hayward State in 1964, he started work for the Social Security Administration in 1965. In 1975 he moved from Berkeley to San Francisco. Although he remained committed to a career in public service, he left Social Security in 1976 to further his education, taking courses at San Francisco State in business and urban studies for a couple of years. It was during that time that he became involved in Noe Valley neighborhood groups, and it was also at that time that Muni was beginning to plan its major route restructuring to adapt its service to modern transportation needs. Bob didn't need anybody to tell him that the service changes were important events in Muni's history, and it didn't take him long to decide that his goal would be a career at Muni.

He worked as a clerk for various companies for a few years, including three years at Bechtel. Then in 1982, the opportunity presented itself, and he was hired as a Transit Information Clerk. In 1984, he voluntarily added to his work load and did most of the editing of the first edition of Muni's timetable booklet. Since that time he has collaborated with Schedules' computer expert Jerry Kerner to produce the booklet, which has helped to increase off-peak ridership and to reduce the number of telephone calls to the Information Center by an estimated 35,000 calls a month.

In 1985, he became an administrative assistant in the Community Affairs Department, and in 1986 began working on other Muni publications, including the "Cable Car Guide" and "Tours of Discovery". He also wrote the first edition of the "Transit In San Francisco" chronology for Muni's 75th anniversary in December 1987. In Jannary of this year, his position was upgraded from Transit Information Clerk to Public Information Officer, because of the work he's doing for the department. Basically, anyone interested in facts and figures on Muni is directed to Bob.

WHY MY JOB IS IMPORTANT: Whether it's the timetable booklet or the history of Muni, my job is getting information to the public about Muni and its services.

WHY I LIKE WHAT I DO: I like the variety — researching, writing, answering phone calls and letters, working with other Muni departments, and helping to put on special events.

SOMETHING NOT MANY PEOPLE KNOW ABOUT ME: I played the Sousaphone (tuba) in the Cal Band.

HOBBIES: My work is my hobby. The two aren't separate.

Awards

June Systemwide Operator of the Month

Name:	Selwyn Colon
Division:	Cable Car
Position:	Conductor
Years with Muni:	27
Background:	
Birthplace:	New York
Education:	High school
Previous Employment:	"Man of leisure."
Marital Status:	Married to Karen
Children:	Rich, 25; Jason, 16; and Tracy, 14
Hobbies & Interests:	Family, boating, hunting, fishing
Words of Wisdom:	"Buy low and sell high."

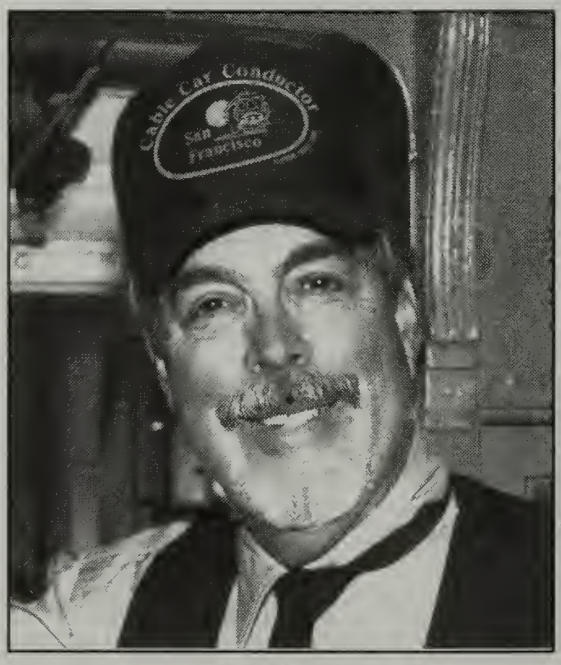

Photo: Gretchen Hildner

June Operator of the Mouth
Selwyn Colou of Cable Car.

Photo: Kurt Wong

Transit Supervisor of the Quarter
Wayland Woug

Transit Supervisor of the Spring Quarter

Name	Wayland Wong
Position:	Transit Supervisor
Division:	Green
Background:	
Birthplace:	Canton, China
Education:	George Washington High School City College of SF.
Previous Employment:	U.S. Navy
Marital Status:	Married for 21 years to Katsuki
Children:	David, 18, and Kristine, 13.
Hobbies & Interests:	Cars, travel, and target shooting

Awards

June Maintenance Worker of the Month

Name:	Raymond Alvarez, Jr.
Division:	Woods
Position:	Automotive Mechanic 7381
Years with Muni:	9
Background:	
Birthplace:	San Francisco
Education:	George Washington High School
Previous Employment:	Auto repair shop in Daly City
Marital Status:	Married for one year to Donna, a legal secretary for PG&E.
Children:	Jason, four months.
Hobbies and Interests:	Boating, water and snow skiing
Words of Wisdom:	"Enjoy life."

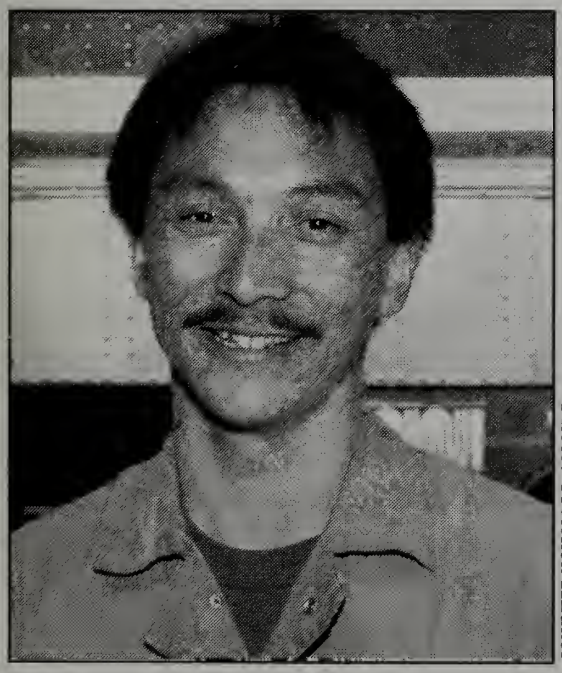

Photo: Gretchen Hildner

June Maintenance Worker of the Month Raymond Alvarez Jr. of Woods Division

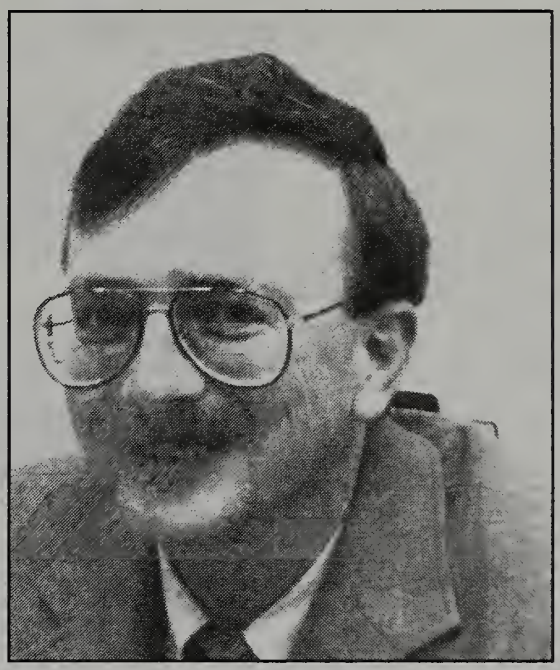

Photo: Gretchen Hildner

Transportation Employee of the Spring Quarter Dan Rosen.

Transportation Employee of the Spring Quarter

Name:	Dan Rosen
Division:	Transportation
Position:	General Superintendent of Safety and Training
Years with Muni:	11
Background:	
Birthplace:	Baltimore, Maryland
Education:	B.A., Liberal Arts, St. Mary's College, Baltimore; M.A.,Public Administration, Golden Gate University, SF.
Previous Employment:	San Mateo County Transit
Marital Status:	Married to Sally for 10 years.
Children:	Gregory, 7; and Theresa, 4.
Hobbies & Interests:	He volunteers at church, explores city parks with his children and does home improvements
Words of Wisdom:	"Try to do the best job you can. Be positive."

More Awards

June Systemwide Operator-of-the-Month Runner-up

Name:	Arthur Stone
Division:	Cable Car
Position:	Gripman
Years with Muni:	17
Background	
Birthplace:	San Francisco
Education:	San Francisco schools
Previous Employment:	Transit Car Cleaner
Marital Status:	Single
Hobbies and Interests:	Painting
Words of Wisdom:	"No pictures please."

High Commendation Winners

During the month of April, passengers applauded Willie Henderson from Presidio Division with 24 commendations. Next in line was R. Keys of Flynn with five. The following operators each received three commendations: Billy Gibson of Flynn, Thomas Lomox of Kirkland, Nancy Padilla of Kirkland, Bernadine Southall of Kirkland, and Larry Anderson of Presidio.

Keep up the good work!

Join the MTC Allstars

The Metropolitan Transportation Commission (MTC) is looking for people who have made notable contributions to transportation over the last 12 months, for its 15th Annual Transportation Awards Program.

If you know of someone (including yourself) you think has made a significant contribution to public transit in the areas of media, education, ridesharing, marketing, or elderly and disabled services, or is a special transportation employee or legislator, nominate that person. Nominations must be for contributions made between July 1, 1990, and June 30, 1991.

The deadline for receiving all entries is July 12, 1991. For information, call the MTC Public Information Office at 464-7787.

Muni's "Desert Storm" Troops Honored

Nine Muni employees and a number of other City and County employees, who were recalled to active duty for Operation Desert Storm in the Persian Gulf, were honored on Memorial Day, May 30th, at a special dinner at the Hyatt Regency Embarcadero.

Ernest Ameral of Muni Maintenance; Jose Artiga, an operator from Kirkland; Adita Bueno of Fare Collections; John Lewis, Jr., an operator from Flynn; Rudy Zamora, Controller, Muni Maintenance; Transit Supervisor Walter Maberry; electrician Anthony San Jose; Lionel Hunter, an operator from Potrero; and William Wagner, an operator from Green, were all saluted for their participation in the U.S. Armed Forces.

Members of the business community, labor unions, and citizens of the Bay Area came together at the dinner to honor those City employees who answered the call of the Armed Forces when they were needed.

"Years of Service" Pins

"Years of Service" pins have now been distributed to all employees with five or more years of service with Muni. The pins are available in five-year increments, from five to 30 years. If you haven't received a pin and believe you deserve one, contact your immediate supervisor.

News

Golfers Strut Their Stuff

Photo: Carmen Magana

Muni was well-represented at Golfer's Day by the active and retired members pictured here: Bottom from l to r: George Newkirk, Jim Stewart, Frank Baggetta, Vic Belliveau, Jim Sauer, Luther Cann, Len Olsen, and Golf Committee Chair George Lum from the Municipal Court. Back row: Cliff Nyland and Frank Schiefler.

Saturday, May 11th, was Golfers' Day for the Municipal Executives Association (MEA). Sixty-eight golfers, including members and guests of the MEA, played at the Lincoln Park golf course. Scores ranged from a very respectable 70 by Ron Ho, who works in the Computer Section at the Hall of Justice, to 125 by a golfer who wishes to remain anonymous.

Following the tournament, members and their guests attended a barbecue at Stern Grove where Muni's own George Newkirk acted as emcee. Prizes were distributed by Judge Bill Malen.

Riders Speak

Dear Mr. Johnson,

We want to thank all of the Muni employees, and particularly Ms. Susan Lobo, who helped us locate our six-year-old son, Max Norton, after he failed to get off the 24-Divisadero with the rest of his class on April 10th.

We are very grateful for Muni's search for Max on the bus as soon as you were informed of the situation, and for your prompt notification of the police when it was determined that he wasn't there. We appreciate that you kept our school informed throughout this crisis and helped the police in their search for our son.

Fortunately, Max was found safe and sound by the police about an hour later.

Once again, thank you very much.

Sincerely yours,
Marc Norton and
Gillian Blair

The Silence of the Bells

On two Friday evenings in February, between the hours of 6:00 and 9:00 p.m., no cable car bells rang on Nob Hill, as members of the Grace Cathedral Choir recorded vocal tracks for singer Aaron Neville's soon-to-be-released recording of Schubert's "Ave Maria."

On hand were Linda Ronstadt and George Massenberg, the album's producers. Credit for the silent bells goes to Muni secretary Joan Tracy, Chief Inspector Art Curtis, Cable Car Division Manager Walter Ware, and the cable car crews who kept the cable car bells from intruding on the celestial sounds of Schubert and the Choir of Men and Boys. (excerpted from "Grace Notes," May 1991, vol. 12, N0.5.)

And the Champion Is...

Photo: Kurt Wong

Bell-ringing champion Famous Limbrick (center top) flanked by top competitors Carl Payne (l), Warren Robinson II (r), and Al Quintana (below).

A "dark horse" who had never competed in the cable car bell ringing walked away with the 1991 first prize. Famous Limbrick unseated Al Quintana, who came in third and Carl Payne, who came in second.

In the amateur category, Randy Wong of On-Lok came in first followed by second place winner Billy Pond of the American Lung Association and Victoria Seales of Raphael House.

7-Day Pass *Cont. from page 1*

hotels have the Passport brochures in their lobbies, and British Airways personnel inform their passengers about the special program just before their planes land in San Francisco.

The new seven-day Passport will go on sale in July. It can be purchased, along with the one- and three-day Passports, at Muni Headquarters at 949 Presidio Avenue, Room 239; the Visitor Information Center at Hallidie Plaza, at Powell & Market; the police booth at Powell & Market; the Holiday Inn Civic Center at 8th & Market; and the Cable Car Museum at Washington & Mason. (All-day passes are also available for $6 at the cable car fare machines.)

Hats off to Marketing Director John Corser of Community Affairs for launching and expanding this important Muni program.

Fare Box *Cont. from page 1*

figures. In addition, vault-control equipment will be installed at six divisions for increased security. At the divisions, revenue will be collected by removing the entire money vault from the farebox, instead of the present method of vacuuming out the revenues.

There will be a public outreach campaign to inform Muni riders about the new fareboxes, including brochures and notices on the vehicles, news releases, and video and radio public service announcements. Although the new fareboxes will be easy to use, Muni still recommends that passengers buy Fast Passes, when they can, to speed up loading time even more.

According to General Manager Johnny Stein, "These new fareboxes bring Muni closer to the 21st century. They're fast, accurate, and should serve us in good stead for some time to come."

Credits

The Muni Memo is published by the Community Affairs Department of Muni. Contributions and comments may be addressed to the Muni Memo, Room 238, 949 Presidio Avenue, San Francisco, CA 94115, telephone 923-6162.

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